

**From:** [Bray, Erica](#)  
**To:** [PUC: Executive Director](#)  
**Cc:** [Schorr, Angela](#); [Lemay, Corrine](#)  
**Subject:** FW: DM 20-168 Reliant CEPS Renewal  
**Date:** Monday, October 26, 2020 3:00:27 PM  
**Attachments:** [image001.png](#)  
[Complaint Volume NRG BBB Breakout.pdf](#)

**EXTERNAL:** Do not open attachments or click on links unless you recognize and trust the sender.

Good afternoon,

In response to your first question, Reliant Energy Northeast LLC prepared the chart below for all distinct electric and gas accounts:

State	2018	2019	2020*
Illinois	195,446	238,875	189,012
Pennsylvania	290,700	317,045	250,282
Ohio	61,529	126,823	118,598

\*Active at any time during the year. For 2020, the data is through August 31, 2020.

In response to your second question, Reliant Energy Northeast LLC prepared the attached Better Business Bureau document for your review.

Please let me know if you need anything else.

Thank you,

Erica



**Erica Bray**  
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**From:** Lemay, Corrine <[Corrine.M.Lemay@puc.nh.gov](mailto:Corrine.M.Lemay@puc.nh.gov)>  
**Sent:** Thursday, October 22, 2020 12:48 PM  
**To:** Schorr, Angela <[Angela.Schorr@nrg.com](mailto:Angela.Schorr@nrg.com)>  
**Cc:** PUC - Clerk's Office Group <[PUC-Clerk'sOfficeGroup@nh.gov](mailto:PUC-Clerk'sOfficeGroup@nh.gov)>

**Subject:** DM 20-168 Reliant CEPS Renewal

Hello Angela,

Upon review of Reliant's renewal application, the commission is requesting additional information. Please provide the following by email to [Executive.Director@puc.nh.gov](mailto:Executive.Director@puc.nh.gov).

- How many customers did Reliant serve in Illinois, Pennsylvania, and Ohio in 2018, 2019, and 2020.
  - The 2020 number of customers served should be for the same time period as the complaint data in Attachment F-1.
- Please break out the Better Business Bureau data in Attachment F-1 by state for 2018, 2019 and 2020.

Please let me know if you have any questions.

Thanks,  
Corrine

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	2014	2015	2016	2017	2018	2019	2020	Grand Total
<b>Row Labels</b>								
<b>Better Business Bureau</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>34</b>	<b>71</b>	<b>38</b>	<b>171</b>
DC (District of Columbia)							1	1
DE (Delaware)					1			1
IL (Illinois)	1	1		1	9	18	8	38
MA (Massachusetts)		1	2			2	2	7
MD (Maryland)	1	2	2	2		6	3	16
NJ (New Jersey)		1				3	6	10
NY (New York)				3	1	3	2	9
OH (Ohio)					5	10	6	21
PA (Pennsylvania)	2		4	5	18	29	10	68
<b>Grand Total</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>34</b>	<b>71</b>	<b>38</b>	<b>171</b>